

195411

STATE OF SOUTH CAROLINA

(Caption of Case)

BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA

COVER SHEET

DOCKET
NUMBER: 2006 - 183 - C

(Please type or print)

Submitted by: Ronald K. Nesmith
Address: FTC Diversified Services, Inc.
PO Box 588
Kingstree SC 29556

SC Bar Number:
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Other:
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NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

- ☐ Emergency Relief demanded in petition ☐ Request for item to be placed on Commission's Agenda expeditiously
- ☒ Other: Quarterly Service Quality Reports for CLEC Operations

INDUSTRY (Check one)	NATURE OF ACTION (Check all that apply)			
<input type="checkbox"/> Electric	<input type="checkbox"/> Affidavit	<input type="checkbox"/> Letter	<input type="checkbox"/> Request	
<input type="checkbox"/> Electric/Gas	<input type="checkbox"/> Agreement	<input type="checkbox"/> Memorandum	<input type="checkbox"/> Request for Certificatio	
<input type="checkbox"/> Electric/Telecommunications	<input type="checkbox"/> Answer	<input type="checkbox"/> Motion	<input type="checkbox"/> Request for Investigator	
<input type="checkbox"/> Electric/Water	<input type="checkbox"/> Appellate Review	<input type="checkbox"/> Objection	<input type="checkbox"/> Resale Agreement	
<input type="checkbox"/> Electric/Water/Telecom.	<input type="checkbox"/> Application	<input type="checkbox"/> Petition	<input type="checkbox"/> Resale Amendment	
<input type="checkbox"/> Electric/Water/Sewer	<input type="checkbox"/> Brief	<input type="checkbox"/> Petition for Reconsideration	<input type="checkbox"/> Reservation Letter	
<input type="checkbox"/> Gas	<input type="checkbox"/> Certificate	<input type="checkbox"/> Petition for Rulemaking	<input type="checkbox"/> Response	
<input type="checkbox"/> Railroad	<input type="checkbox"/> Comments	<input type="checkbox"/> Petition for Rule to Show Cause	<input type="checkbox"/> Response to Discovery	
<input type="checkbox"/> Sewer	<input type="checkbox"/> Complaint	<input type="checkbox"/> Petition to Intervene	<input type="checkbox"/> Return to Petition	
<input type="checkbox"/> Telecommunications	<input type="checkbox"/> Consent Order	<input type="checkbox"/> Petition to Intervene Out of Time	<input type="checkbox"/> Stipulation	
<input type="checkbox"/> Transportation	<input type="checkbox"/> Discovery	<input type="checkbox"/> Prefiled Testimony	<input type="checkbox"/> Subpoena	
<input type="checkbox"/> Water	<input type="checkbox"/> Exhibit	<input type="checkbox"/> Promotion	<input type="checkbox"/> Tariff	
<input type="checkbox"/> Water/Sewer	<input type="checkbox"/> Expedited Consideration	<input type="checkbox"/> Proposed Order	<input type="checkbox"/> Other:	
<input type="checkbox"/> Administrative Matter	<input type="checkbox"/> Interconnection Agreement	<input type="checkbox"/> Protest		
<input type="checkbox"/> Other:	<input type="checkbox"/> Interconnection Amendment	<input type="checkbox"/> Publisher's Affidavit		
	<input type="checkbox"/> Late-Filed Exhibit	<input checked="" type="checkbox"/> Report		



October 2, 2008

Mr. Charles Terrini, Chief Clerk/Administrator
SC Public Service Commission
101 Executive Center Dr., Suite 100
Columbia, SC 29211

RE: 3Q2008 Service Quality Reports for CLEC Operations

Dear Mr. Terrini:

In accordance with current Commission Regulations 106-618 and 103-619, I have submitted the above referenced reports to the ORS under the Commission's standing protective order adopted by the Commission in Docket No. 2007-375-C. The reports have been filed with the ORS in both a proprietary confidential form and in a redacted public version; however, a copy of these reports (public or proprietary) have not been filed with the Commission.

FTC Diversified Services, Inc. is committed to achieving, and exceeding, the service performance goals as established by Commission Regulations and by our customer expectations. Thank you for your cooperation and understanding.

Sincerely,

A handwritten signature in black ink, which appears to read "Ronald K. Nesmith", is written over a horizontal line.

Ronald K. Nesmith
External Affairs & Chief Regulatory Officer



FTC Diversified Services, Inc. (CLEC)
Quarterly Service Quality Reports
3Q2008

REDACTED VERSION FOR PUBLIC INSPECTION

	July	Aug	Sept	Quarter
Number Access Lines	8,353	8,356	8,393	8,393
Total Reported Troubles	50	39	39	128
Troubles per 100 Access Lines per month	0.60	0.47	0.46	0.51
Out-Of-Service (OOS) Reports	94	96	79	269
Percent OOS Cleared Within 24 hrs.	97	97	97	97
New Applications Held >30 Days	0	0	0	0
Regrade Applications Held >30 Days	0	0	0	0
% Service Orders Completed Within 5 Days	92	100	87	93
Commitments Fulfilled				